GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

STARRED QUESTION NO:440
ANSWERED ON:21.04.2003
SCHEME FOR IMPROVEMENT IN WORKING OF IA
SHIVRAJ SINGH CHOUHAN

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Indian Airlines has submitted an integrated scheme to promote its business and to bring about improvement in its consumer services; and

(b) if so, the salient features of this scheme?

Answer

THE MINISTER OF CIVIL AVIATION (SHRI SYED SHAHNAWAZ HUSSAIN)

(a): Indian Airlines continuously takes measures to promote its business and to bring about qualitative and quantitative improvement in its customer related services.

(b): Does not arise.